

Other embodiments are within the scope of the following claims.

What is claimed is:

1 1. A method of adapting an electronic personal assistant to  
2 a subscriber for whom the electronic personal assistant provides  
3 services, comprising:

4 associating with a subscriber an electronic personal  
5 assistant personality defined by personality parameters; and  
6 adjusting the personality parameters based on  
7 interactions with the subscriber over time.

1 2. The method of claim 1, further comprising:  
2 providing profiles, each of the profiles defining a value  
3 corresponding to a default value and a variation from the  
4 default value for each of the personality parameters.

1 3. The method of claim 2, wherein each profile corresponds  
2 to a culture and the default value corresponds to a cultural  
3 norm associated with the culture.

1 4. The method of claim 3, wherein each profile further  
2 corresponds to a market segment and the default value  
3 corresponds to a market segment norm.

1 5. The method of claim 4, further comprising:

2 selecting one of the profiles for the subscriber.

1 6. The method of claim 1, further comprising:  
2 defining the personality parameters to include  
3 personality traits.

1 7. The method of claim 6, wherein the personality traits are  
2 based on factors of the 16PF Model.

1 8. The method of claim 7, wherein the personality traits are  
represented as one or more surface traits.

1 9. The method of claim 5, wherein adjusting comprises:  
2 observing a contact from the subscriber;  
3 analyzing the observed contact; and  
4 modifying the values of the personality parameters  
5 according to the defined variation based on the analysis of the  
6 observed contact.

1 10. The method of claim 9, wherein the personality  
2 parameters are mapped to sets of rules.

1 11. The method of claim 10, wherein analyzing comprises:

2           applying rules within the sets of rules to the  
3   observed contact.

1   12.           The method of claim 10, wherein analyzing further  
2   comprises:

3           applying an artificial intelligence inference  
4   algorithm to the observed contact.

1   13.           The method of claim 12, wherein the variation  
2   associated with each personality parameter comprises a range of  
3   the values and the values within the range of values are  
4   associated with unique voice prompts.

1   14.           The method of claim 13, wherein adjusting further  
2   comprises:

3           selecting a new one of the personality parameters values  
4   based on the application of the artificial intelligence  
5   inference algorithm and the rules; and

6           selecting one of the unique prompts associated with the  
7   selected new one the personality parameters values.

1   15.           The method of claim 14, further comprising  
2   monitoring the electronic assistant personality

3 adjusting; and  
4 providing additional values and associated unique prompts  
5 based on the monitoring.

1 16. A computer program product residing on a computer  
2 readable medium for adapting an electronic personal assistant to  
3 a subscriber for whom the electronic personal assistant provides  
4 services, comprising instructions for causing a computer to:

5 associate with a subscriber an electronic personal  
6 assistant personality defined by personality parameters; and  
7 adjust the personality parameters based on interactions  
8 with the subscriber over time.

1 17. A personal assistant system comprising:  
2 a personality unit;  
3 personality parameters stored in a database to which the  
4 personality unit is coupled;

5 an interface coupled to the personality component for  
6 enabling interactions with a subscriber; and

7 wherein the personality unit is configured to analyze the  
8 interactions with the subscriber and adjust the personality  
9 parameters based on the results of the analysis.

1 18. The personal assistant system of claim 16, wherein the  
2 personality unit is further configured to indicate a voice  
3 prompt selection based on the adjusted personality parameters.